

## Case Study 9

A Vehicle Fleet Logistics Company wanted a new HR system and payroll service provider after acquiring another UK based business.

The managing company was new to the UK and had little to no real experience of UK HR systems or Payroll service providers.

They required a feed from their own internal T&A systems and interface out to the GL accounting package. They also wanted to reduce the amount of paperwork and the time spent by managers filling in forms, but did not want to publish the system on their own local intranet.

They also wanted a payroll provider that would deliver a specific level of service for them and take responsibility for all the compliance issues of administering a PAYE scheme.

We performed the following activities for this customer:

- Short-listed 6 suppliers who could provide an integrated HR, Payroll, P11D 'ASP' solution
- Organised an invite to tender (ITT) exercise,
- Devised a balanced scorecard based upon the companies and their customer's requirements,
- Developed a set of key service delivery KPI's using Critical to Quality (CTQ) trees to measure and monitor incorporated service credits /debits for excellent / poor service.

The system solution met the customer's needs and expectations and has delivered Manager and Employee Self Service, still well within the existing budget, that had not originally been set with this functionality in scope.